

Americans with Disabilities Act Compliance Policy

2/20/25

Overview

The Scranton Public Library, as part of its mission of “fostering and supporting individual aspirations toward life-long learning, entertainment, and self-fulfillment for all,” will strive to make accommodations for persons with disabilities. SPL complies with the Americans with Disabilities Act of 1990, as amended.

ADA Compliance Officer

The Library CEO or their designee is the Library’s ADA Compliance Officer. The ADA Compliance Officer may be contacted via telephone at: (570)348-3000 x3013 or via email at: ada@albright.org.

Requesting Accommodation

The library provides an Accommodation Request Form that can be used to request accommodation. This form is available via the library’s web site. A paper version is available upon request. If needed responses can be dictated to a staff member.

Service Animals

The Scranton Public Library will allow service dogs to accompany patrons with disabilities in public areas. The dog may be of any breed. Additionally, miniature horses are allowed under the ADA. The dog (or miniature horse) is not required to wear a vest, and the library, per ADA requirements, will not require the patron to show proof of certification. Instead, the patron / handler will be asked the following questions:

- Is the service animal required because of a disability?
- What work or task has the animal been trained to perform?

If a service animal is out of control, and the patron / handler does not take effective action to control it, or if the animal is not housebroken, the library may ask the patron / handler to remove the animal from the library. Staff will offer the patron / handler the opportunity to receive goods or services without the animal’s presence.

The patron / handler is solely responsible for any / all damages or injuries caused by the animal. Under no circumstance will SPL bear any responsibility for any damages to library patrons, staff, or property.

Programming & Meeting Accessibility

Any person needing an accommodation for a disability to access the library's services, programs, activities, or meetings should submit an Accommodation Request Form not less than five (5) working days prior to the program.

Accommodations to Persons with a Disability

Staff will assist a patron with a disability in any reasonable way. This includes opening doors, carrying and retrieving library materials, and completing library forms.

The Library provides materials in a variety of formats. If a resource is not available in a format that a patron can access due to a disability, the Library will attempt to provide equivalent or similar items in a format the patron can use. Such accommodation can be requested through the Accommodation Request Form.

Compliance Violations

Any person who believes that the Library is not in compliance with this policy or ADA may file an ADA Complaint Form with the ADA Compliance Officer. If it pertains to a specific instance, it should be submitted within 60 days of the instance. Upon request, the Library will provide an alternate method for filing a complaint.

Within 15 business days after receipt of a complaint, the ADA Compliance Officer or other designated Library representative will meet with the person filing the complaint, with the purpose of communicating any additional information and seeking a mutually acceptable resolution of the complaint.

Within 15 business days after the above meeting, the ADA Compliance Officer or other designated Library representative will respond to the person filing the complaint, in writing or other appropriate format, stating the Library's response to the complaint and proposed resolution.

Within 15 days after receipt of the Library's response, if the Library's proposed resolution is not acceptable to the person filing the complaint, that person may submit a written appeal

to the library's Board of Trustees. The matter will be decided by vote at the Board's next business meeting

Individuals also retain their ability to pursue any/all other legal recourse afforded them under applicable State/Federal law(s).

Any or all these methods may be pursued at the same time.

Individuals are protected from retaliation or coercion when pursuing their rights or responsibilities under the ADA.

Accommodation Request Form

Name:

Address:

Phone:

Email Address:

This request is for:

_____ Library Program

_____ Meeting

_____ Book, Video, or Other Item

_____ Equipment

_____ Room

_____ Other *Please describe:*

Please describe, in as much detail as possible, the event, item, or location for which you are requesting accommodation.

Please tell us as much as you can about the accommodation. Examples include, but are not limited to, ASL interpretation / live captioning for a library program, assistive technology for a library computer, items or equipment brought to an accessible location, and remote video access.

ADA Grievance Form

Name:

Address:

Phone:

Email Address:

Date of Alleged Discrimination:

Location:

_____ Albright Memorial Library

_____ Nancy Kay Holmes Branch

_____ Lackawanna County Children's Library

_____ Bookmobile

Description of the Alleged Discrimination: